

CITY MANAGER'S YEAR IN REVIEW REPORT



2013 Highlights

- Chief Financial Officer Appointment
- Implementation of Business Friendly Task Force Recommendations
- Nationwide Search for Police Chief
- City's New Website Launch
- Columbia-Richland Alerts
- Clean Water 2020
- Customer Service Initiatives
- Neighborhood Improvement Plan
- Renovation of City Council Chambers





The City of Columbia has made considerable accomplishments over the last year, and we still have more work to do in order to move our city forward. I am honored by the opportunity to serve and I am looking forward to a new year of growth and development for our city.



Teressa Wilson

Appointment of Chief Financial Officer Jeff Palen

As a part of the expectations for the future, a fiscally responsible decision to appoint Jeff Palen as the City's new Chief Financial Officer (CFO) was made by the City Manager in January 2013.



JEFF PALEN

"The CFO position is one that is of utmost importance to a city our size," stated City Manager Wilson.

Creating the role was essential to the budgetary service delivery that is expected of the City of Columbia. The CFO and those departments that report to him have established a cohesion that brings efficiencies to the overall operation of our entire organization.

Some of the city's recent financial accomplishments include:

- Timely reporting to City Council and citizens
- Refinancing of bonds that have yielded savings for tax and rate payers
- Financial reserves have been rebuilt
- GASB45 obligations have been met
- Increased general obligation rating from Standard & Poor's



City Manager Wilson commented, "We are very proud of the increased general obligation rating from Standard & Poor's and we will remain diligent in our work to continue to build on the strong financial foundation that we have established for the City of Columbia."

This rating will yield a solid fiscal position for Columbia and help navigate the future opportunities within the financial industry.

Implementation of Business Friendly Task Force Recommendations

In response to concerns from the business community in both Richland County and the City of Columbia, a Business Services Review Task Force was appointed by the Greater Columbia Chamber of Commerce, County and City. The Task Force conducted an extensive review of the City and County business services processes, did interviews with and surveyed key stakeholders, including city and county staff and users of the services and studied 11 peer communities. The City of Columbia will continue to work with all partners in order to implement the recommendations made by the Task Force.



Police Chief Search Committee

A nationwide Police Chief search was announced in November 2013 and the job posting was closed on December 11, 2013. During this time, the City Manager formed a Police Chief Search Committee. This was a major benchmark in the Police Chief search process. The membership of the committee represents various law enforcement, public safety and criminal justice disciplines.

The Police Chief Search Committee consists of the following members:



ROBERT BOLCHOZ,
CHAIRMAN



PATTY PATTERSON



BRIAN LAMKIN



JON E. OZMINT



ANSON SHELLS

"The value of the individual and collective expertise of this committee cannot be calculated, because it is priceless. These seasoned professionals have agreed to donate their time and intellectual collateral to ensure that we have at our disposal an unlimited resource of information and hands on law enforcement experience. It is their commitment to this community that is most commendable," stated City Manager Wilson.

The Police Chief Search Committee held their first meeting on December 16, 2013. They spent the majority of the meeting in Executive Session reviewing the 50 applications that were received for the Police Chief position. Of these 50 candidates, 28 met the minimum requirements, with at least a Bachelor's degree; 17 of the 28 have a Master's degree or higher. They are from Alabama, Florida, Georgia, New York, Colorado, Maryland, North Carolina, Pennsylvania, Ohio, South Carolina, Tennessee and Virginia. Six are currently Police Chiefs and 12 have Police Chief experience. Substantial progress was made during this time and the committee met again on January 10, 2014, to continue to work on the selection process.

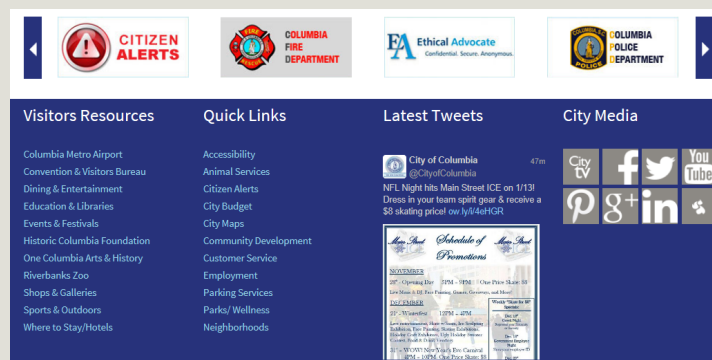
City Manager Wilson commented "It is very important for me to have the perspective of our citizens and the business community."

The selection process will also involve the feedback of an appointed Community Stakeholders Panel as well as an opportunity for the public to meet the finalists. The search committee and the panel will hold a joint meeting in late January 2014.

Launch of City of Columbia's New Website



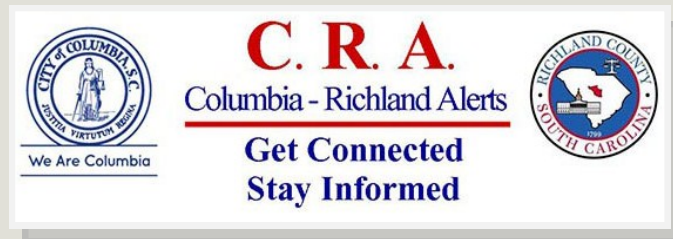
A new and enhanced website was launched on October 1, 2013. The new format for the website focuses on making the site more user-friendly. The website is a major marketing tool for showcasing the City, so the new design is more visually and aesthetically pleasing, while also providing pertinent information. The development of the site was a collaborative effort and input was received from all City departments during the development process. Staff in each department/office will have direct access and the autonomy to make immediate updates to their information in order to keep the site current. To view the City's new website, please visit www.columbiasc.net.



Columbia - Richland Alerts

The City of Columbia and Richland County partnered last year to launch a new alerts system called Columbia-Richland Alerts, also known as C.R.A. The new system is designed to provide citizens with time-sensitive information for public safety and community awareness updates and alerts. Registered citizens can choose to receive alerts regarding:

- public safety
- power outages
- missing persons
- road closures
- traffic safety
- community events
- public meetings or hearings
- water and sewer notifications



Citizens can create a customized online profile and have the ability to choose which alerts they would like and choose where the alerts are sent. At any time, citizens can modify their alert preferences through their online profile. The alerts can be sent to:



- home phone
- business phone
- cell phone
- text message
- email
- hearing impaired receiving devices and more!

All citizens are encouraged to register for C.R.A., please visit our website at www.columbiasc.net or to register now, click [HERE](#).



Clean Water 2020



**CITY MANAGER TERESA WILSON
CLEAN WATER 2020 PRESS CONFERENCE**

The City of Columbia maintains over 1,100 miles of wastewater collection system and operates a wastewater treatment plant permitted for an average daily flow of 60 million gallons per day. Clean Water 2020 incorporates a comprehensive approach to infrastructure and business process improvements to the City's wastewater treatment and collection system. The ultimate goal of the Program is to reduce sanitary sewer overflows from the City's wastewater system.

The City has already made significant system investments to meet this goal, including:

- A recently completed \$40 Million investment in the Metro wastewater treatment plant designed to increase system capacity and allow the plant to better manage the inflow of wastewater following heavy rains;
- Initiating the development of a state-of-the-art hydraulic modeling program to allow the City to determine where the system will need to grow to meet long-term customer needs;
- Implementing a fats, oils and grease inspection program which led to a 39.4% reduction in grease-related sanitary sewer overflows between fiscal year 2008 and fiscal year 2011; and
- City staff will continue to work to inform all business owners of opportunities and projects involved in the long-term, extensive work required to improve the system.

The City has also established a public outreach program to increase awareness of the need to reduce the release of fats, oils, and grease from residences into the City's sewer system.

Neighborhood Improvement Plan



The Neighborhood Improvement Plan was developed to focus on quality of life initiatives that will be implemented in 2014. The primary purpose of the plan is to improve public safety, increase neighborhood cleanups, oversee demolitions of abandoned properties and address other quality of life issues.

Customer Service Programs

In addition to improving the quality of life in our neighborhoods, the City of Columbia will also be working on various customer service programs.

"It is our goal to improve the efficiency and effectiveness of service delivery to our citizens," stated City Manager Wilson.

The Customer Care Center professionally handles incoming service requests and utility billing questions from City residents and customers, to ensure that issues are resolved both promptly and thoroughly. Local customers can call 803-545-3300 to contact the Customer Care Center.

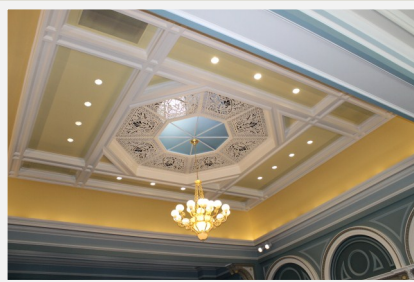
Customer Care Center calls are answered by a live person 24 hours a day, 7 days a week including holidays. A City Customer Service Representative is available to take calls until 11:30 p.m. Overnight, a call center answers on behalf of the City. Service requests are routed to the appropriate City departments for follow up. The City of Columbia is continuing its efforts to improve and expand customer service programs. The City Manager's primary focus areas include:

- Water Customer Service
- Code Enforcement
- Columbia Police Department



Renovation of Council Chambers

The City Council Chambers have been located at City Hall since the mid-1870's. A renovation project intended only to patch up peeling paint and fix plaster on the walls unveiled a much needed overhaul once the construction team noted the extensive damage to the room. After approximately 15 months, the work was completed and City Council held their first meeting in the renovated chambers on Tuesday, October 1, 2013. A special ribbon cutting ceremony was held to mark the occasion.





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